

HMO	Customer Service
AFC (American Family Care)	1-888-483-0760
Healthy U	1-888-271-5870
IHC Access	1-800-442-9023
United MedChoice	801-944-7010 or 1-800-401-0666

For information about choosing or changing your Medicaid HMO:

Call your HPR (Health Program Representative) or the Bureau of Managed Health Care at 801-538-6358.

For problems or questions about Medicaid call:

Medicaid Constituent Services1-877-271-5583

For questions about CHIP(Children's Health Insurance Program) call:

.....1-888-222-2542

For more information about Medicaid benefits not covered by HMOs call:

Medicaid Information Line1-800-662-9651 or 1-801-538-6155

Pharmacy Information, Dental

Information,Chiropractic Information,

Taxi, Flextrans (special approval needed)

For Mental Health Services call:

Davis County - Davis Mental Health801-451-7799

Bountiful Outpatient Clinic (24 hrs)801-298-3446

Layton Outpatient Clinic (24 hrs)801-773-7060

Salt Lake County - Valley Mental Health801-483-5444

Utah County - Wasatch Mental Health801-373-4760

24 Hour Crisis Line801-373-3793

Weber County - Weber Mental Health801-625-3700

24 Hour Crisis Line801-625-3700

For information and services for pregnant women, infants and children, call:

Baby Your Baby Hotline1-800-826-9662

Immunize by Two1-800-275-0659

For information on services and issues about people with disabilities, call:

Access Utah Network1-800-333-8824

Baby Watch - Early Intervention1-800-961-4226/801-584-8226

Center for Children with Special Health Care Needs1-800-829-8200/801-584-8284

Disability Law Center1-800-662-9080/801-363-1347

Division of Services for People with Disabilities801-538-4200

Family Voices of Utah1-888-835-5669/801-631-1609

Governor's Council for People with Disabilities1-800-333-8824

Supplemental Security Income (SSI)1-800-772-1213

Utah Parent Center1-800-468-1160/801-272-1051

Medicaid HMO Enrollees with Special Health Care Needs



**Results of the 1999 survey of
adults and children enrolled in
five Medicaid HMOs**

Utah Department of Health

About This Report

What is this report?

Utah Medicaid and the Medicaid HMOs did a survey of people with *special health care needs* who are enrolled in HMOs. People with *special health care needs* are those with disabilities or chronic illnesses.

About 2,300 members with *special health care needs* in five Utah Medicaid HMOs participated in telephone interviews in the Summer of 1999. The representative sample included adult HMO members and parents of children in an HMO. The survey asked people about their experiences with their current HMO and health care during the previous six months.

The survey included enough adults from each plan to make their answers representative. However, because there were small numbers of children in some plans, children in all plans were combined in this report to make their answers representative.

Based on the survey, this report compares how Medicaid HMO members with *special health care needs* feel about the services they receive from their Medicaid HMO. You can use this report to help choose an HMO or see how your HMO compares to other HMOs.

Which plans participated in the survey?

Medicaid HMOs that participated in the 1999 survey are:

- AFC (American Family Care)
- Altius*
- Healthy U (University of Utah Health Network)
- IHC Access (IHC Health Plans)
- United MedChoice (UnitedHealthcare of Utah)

* As of October 1, 2000, Altius is no longer a choice for Medicaid clients.

**For more copies of this report, call
Utah Department of Health (801-538-7048)**

About Medicaid HMOs

How do Medicaid HMOs work?

Medicaid provides health insurance for eligible people who do not have health insurance. Medicaid contracts with HMOs to cover most Medicaid benefits. Each HMO contracts with certain doctors and hospitals who work together to provide health care to the members of the HMO.

How to choose or change an HMO:

Ask a Medicaid HPR (Health Program Representative).

Three things to think about when choosing an HMO:

- 1 Which HMOs are available in your area?** Not all HMOs are offered in all four counties of the Wasatch Front. Use the phone numbers in this report for information on HMOs that are in your county.
- 2 Are your doctors and other health care providers available in the HMO?** If you want to see specific doctors and other providers, you should find out if they participate in the HMO. To get this information, you may call your Medicaid HPR.
- 3 Which HMOs looked best in this report?** See how well your HMO or the one you want to choose did in this report.

Which HMOs can you choose from in the state of Utah?

- AFC
- Healthy U
- IHC Access
- United MedChoice

A Quick Look At How Utah Medicaid HMOs Compare

KEY		TOPICS							RATINGS													
★★★	Higher. HMO score is above the average for Utah Medicaid HMOs.	<p>The survey asked HMO clients with special health care needs if they had problems:</p> <ul style="list-style-type: none">♦ in getting a personal doctor/nurse they were happy with.♦ in getting a referral to a specialist they needed to see.♦ in getting care that was believed necessary.♦ with delays while waiting for approval from their HMO	<p>The survey asked HMO clients with special health care needs if they:</p> <ul style="list-style-type: none">♦ got the help/advice they needed when called during regular hours.♦ got an appointment for regular/routine health care as soon as they wanted.♦ got care as soon as they wanted when needed care right away for an illness/ injury.♦ never waited in the doctor's office/clinic more than 15 minutes past the appointment time.	<p>The survey asked HMO clients with special health care needs if they had problems:</p> <ul style="list-style-type: none">♦ in finding/ understanding information in the written materials.♦ in getting calls to the HMO's customer service taken care of without a long wait.♦ in getting the help needed when called HMO's customer service.♦ in getting the people at the HMO's customer service to be as helpful as they should be.	<p>The survey asked HMO clients with special health care needs if medical office staff:</p> <ul style="list-style-type: none">♦ treated them with courtesy and respect and♦ were as helpful as they should be.	<p>The survey asked HMO clients with special health care needs if the doctor or nurse:</p> <ul style="list-style-type: none">♦ listened carefully,♦ explained things in a way they could understand,♦ showed respect for what they had to say, and♦ spent enough time with them.	<p>The survey asked HMO clients with special health care needs if medical office staff:</p> <ul style="list-style-type: none">♦ getting needed special equipment,♦ getting needed special therapy, and♦ getting needed home health care.	<p>The survey asked HMO clients with special health care needs whether they were encouraged to take any type of preventive health steps</p>	<p>The survey asked HMO clients with special health care needs whether they would recommend their HMO to family or friends.</p>	How people rate their HMO	How people rate their health care	How people rate their doctor/nurse	How people rate their specialist	How people rate their special care								
★★	Average. HMO score is about the same as the average for Utah Medicaid HMOs.									★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	
★	Lower. HMO score is below the average for Utah Medicaid HMOs.									★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★
HEALTH PLAN											★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★				
Children, all HMOs		★★★	★★★	★★	★★★★	★★★★	★	★	★★	★★	★★	★★★★	★★★★	★★★★	★★							
AFC Adults		★★	★★★	★★	★★	★★	★★★★	★	★	★★	★	★★	★★	★★★★	★★★★							
Altius* Adults		★★	★★	★★	★	★★	★★	★★	★★	★★	★★	★★	★	★★	★★							
Healthy U Adults		★★	★	★	★★	★★	★	★★★	★★★	★★★	★★	★★	★	★	★							
IHC Access Adults		★	★★	★★★★	★★	★★	★★	★★	★★	★★★	★★★	★★★	★★★★	★★★★	★★★★							
United MedChoice Adults		★★	★★	★★	★★	★★	★★	★★	★★★	★★	★★	★★	★★	★★	★★							

* As of October 1, 2000, Altius is no longer a choice for Medicaid clients.